

VCU'S OFFICIAL MAIL SERVICES

FIRST QUARTER NEWSLETTER

SEPTEMBER 2019



Meter Mail Cards

Reminder: please make sure a postage meter card is attached to each bundle of mail. VCU Mail Services is experiencing an increase in mail that does not have an accompanying meter mail card.

Mail received with no meter card attached will be returned to the department. Please help reduce human error and manual entry by discarding old meter mail cards and recreating a newer, equipment-friendly and legible barcode. Meter cards can be found and created here: <http://apps.bsv.vcu.edu/MailServices/MeterMail/default.asp>

Did Someone Say \$avings?

Did you know that most university and medical center mail goes out at a discounted rate?

Save your department even more money by typing the addresses or applying a typed label rather than handwriting the addresses.

Typed Letters:

Weight not over oz.	University/ Medical Center cost	USPS cost	\$avings
1	.431	.50	.069
2	.431	.65	.219
3	.431	.80	.369

Hand-Written Letters:

Weight not over oz.	University/ Medical Center cost	USPS cost	\$avings
1	.459	.50	.041
2	.459	.65	.191
3	.459	.80	.341

We Want to Hear From You

Our promise and commitment is to provide "R.O.C." customer service (Right the first time, On time, Cost effectively). Has our Mail Services team provided you with superior customer service? Please assist us in our efforts to serve you better by taking a few moments to complete the online Customer Comment Card located on our homepage at <http://apps.bsv.vcu.edu/MailServices>. All feedback will be sent directly to our Contract Administrator. Our company recognizes exceptional customer service providers.

Examples of Savings:

Did you know you can save your department money on postage by sending mail as a letter versus sending it as a flat?

Let's say you have 10 sheets of paper you want to mail. You don't want to send it trifolded in a #10 envelope because the envelope becomes "thick," subjecting you to a surcharge.

Stuffing 10 sheets in a #10 envelope (tri-folded) could subject you to paying a surcharge or possibly bump you up to another class of mail (i.e., a flat rate or even a parcel cost because the envelope is too thick to qualify as a letter).

By simply using a 6" x 9" envelope, you will get your message to the recipient and at a lower cost than using a 9"x 12" flat envelope.

Mailing **10 sheets** left flat (no fold) in a **9"x 12"** envelope (3 ounces) with a typed address = **\$1.095**

Mailing **those same 10 sheets** folded in half (1 single fold) in a **6"x 9"** envelope (3 ounces) with a typed address = **\$.431**

Savings of **\$.664** per 3 ounce envelope

500 - 1oz typed letters	500 - 1oz hand-written letters
500 x .431 = \$215.50	500 x .459 = \$229.50
Savings of \$34.50	Savings of \$20.50

AUXILIARY SERVICES

VCU Mail Services offers daily mail delivery and pick up services. Not on a mail route? You can be within a week! Please contact Donnette Haynes at haynesds@vcu.edu for more information. Reference "Mail Delivery Inquiry" in the subject line of your email.

In addition to mail delivery and pick up services, VCU offers full reprographic and addressing services here on campus. We offer easy billing; just provide your Banner Index or Lawson AU and we will electronically bill you following the completion of your job. It's seamless to you. Give us a call today to inquire about the many services we offer or please visit our website at: <https://bsv.vcu.edu/mailservices/services/available-services/> for a list of services we offer.

Being a part of the university community allows VCU Mail Services to offer:

- 1 Competitive Pricing**
 - Price matching
 - The most affordable postage rates
- 2 Seamless Internal Billing**
 - No PO required
- 3 Fast Turnaround**
 - Most projects are printed and in the mail within 2-4 business days
 - Able to accommodate rush jobs in 48 hours or less

Start-to-finish, on campus and off, VCU Mail Services can take care of publishing and delivering your next project. Call for a quote today, 804-828-1343.



EXAMPLE FORMAT FOR INCOMING AND OUTGOING MAIL BY LINE

Addressing Standards

- 10 to 14-point Sans Serif type fonts with uniform stroke thickness and clear vertical space between letters.
- Type or machine print in dark ink on a light background. Left justify every line.
- Use two-letter state abbreviations. One space between city and state, two spaces between state and zip code. Always use correct zip code + 4.

Jane Doe
123 Anywhere St.
City, State 12345

MR. JON DOE
UNIVERSITY MAIL SERVICES
VIRGINIA COMMONWEALTH UNIVERSITY
1622 OWNBY LN
BOX 980172
RICHMOND, VA 23298-0172

Lines 1, 2 and 4 are optional lines. They may be used if needed.

Lines 3, 5 and 6 are mandatory lines on all addresses to comply with USPS Automation formats.

The nine-digit zip codes apply to the PO Box number, NOT the street address.

... Line 1: Attention Line

... Line 2: Department Name Line

... Line 3: FIRM NAME LINE

... Line 4: Street Address Line

... Line 5: DELIVERY ADDRESS (BOX #)

... Line 6: CITY, STATE and ZIP CODE + 4

HOURS OF OPERATION AND PICK-UP/DELIVERY TIMES

VCU Mail Services Hours:

Monroe Park Campus Mail Center:	8AM-2PM
MCV Campus Mail Center:	8AM-2PM
Mail Processing Center (Ownby Lane):	8AM-5PM

Pick-up & Delivery Times:

• Morning MCV Campus:	8:30AM-10AM
• Morning Monroe Park Campus:	9AM-12:30PM
• Afternoon MCV Campus:	2PM-3PM
• Afternoon Monroe Park Campus:	1PM-3PM
• Alternate Delivery Service:	10AM-1:30PM
• Student Commons Drop Box:	10AM & 2PM

Important Phone Numbers and Contact Information:

Mail Services	8-1343	mailsvc@vcu.edu
Donnette Haynes, Service Delivery Manager	8-3868	haynesds@vcu.edu
Kenneth Sifford, Asst. Manager, Aux. Services, Customer Relations	8-3868	klsifford@vcu.edu
Anthony Ray, Mail Operations Supervisor	8-1343	adray@vcu.edu
Fax Number	8-5894	
Clerk-on-Duty, Valentine House - Monroe Park Campus Mail Center	8-1577	
Clerk-on-Duty, VMI Building - MCV Campus Mail Center	8-1344	
USPS Zip Code Information	1-800-275-8777	